

**Jack R. Thompson**

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DOCKET FILE COPY ORIGINAL

FILED/ACCEPTED

May 1, 2007

AUG 28 2007

Federal Communications Commission  
Office of the Secretary

Mr. Nate Davis  
President and Chief Operating Officer  
XM Radio  
1500 Eckington Place NE  
Washington, DC 20002

0959

Dear Mr. Davis:

When you dropped MSNBC from your lineup I emailed your customer service department to advise them that I would not be renewing all three of my radios with XM given what for me was a very significant decrease in program selections given the limited channels I listen to anyway. Most of my XM time was spent listening to MSNBC.

So when my annual statement arrived, I tried to cancel two radios and pay for the third. I knew that with the way my account was set up the payment would not cover the whole year. So I stated right in my accompanying letter to "please advise me of any additional amount due as a result of the cancellation of two radios." At this point you had \$83.88 from me.

A month later I received a delinquency notice. I sent another letter and included my first letter. You still had \$83.88 from me for but one month's service.

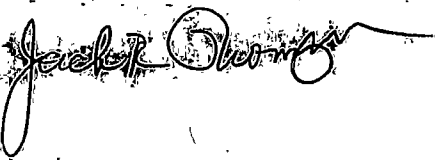
In the middle of March all of my service was discontinued by you. At this point you still had \$83.88 from me for two months of service.

Now you send me a notice to "Come Back To XM And Take Advantage Of This Sweet Deal!" Perhaps a nice offer but I never left. You still have \$83.88 for two months of service.

So I am writing to you because your customer service department has proven its incompetence to me three times now. Please either return my overpayment or reinstate the service I requested and bill me when my \$83.88 is used up.

Thank you for your attention to this matter. I would not have to waste your time if there was any competency in your service ranks. My next step is to write to the FCC and strongly oppose your proposed merger.

Sincerely,



No. of Copies rec'd 0  
List ABCDE

**Jack R. Thompson**

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February 23, 2007


XM Satellite Radio  
PO Box 78054  
Phoenix, AZ 85062-8054

Dear XM Satellite Radio:

Enclosed you will find a letter I sent to you on January 23, 2007 regarding a change in my service. If you had read it, you would not have wasted your time sending the past due notice.

If you do not correct my records immediately, I will cancel the remainder of my service.

Sincerely,

A handwritten signature in cursive script, appearing to read "Jack R. Thompson".

A/C # 1-94092684

**Jack R. Thompson**

845 St. Paul Street • Denver, Colorado 80206 • Phone 303.322.5225 • Fax 303.322.8174 • jack@ecentral.com

January 23, 2007

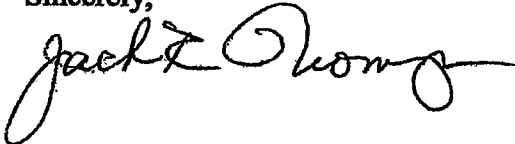
XM Satellite Radio  
PO Box 78054  
Phoenix, AZ 85062

Dear XM Radio:

Enclosed please find a check for \$83.88 for the renewal of Radio ID 1WRU5044 for account #1-94092684. I am canceling the other two radios because of the fact that XM no longer carries MSNBC.

Please advise me of any additional amount due as a result of the cancellation of two radios.

Sincerely,



## BILLING SUMMARY

**XCITING NEWS For Jack Thompson**  
**XM + NAPSTER – Changing The Way You Listen To Music Forever**  
 It's a whole new way to experience music. Your favorite XM Radio Online music channels and access to download music from Napster's catalog of more than 2 million songs. Visit **[napster.xmradio.com](http://napster.xmradio.com)** to learn more.

Page 1 of 1

Statement Date: 01/13/2007

**XM Account Number:**  
1-94092684

**Due Date: 02/02/2007**

<b>Amount Due</b>	<b>\$323.16</b>
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**ACCOUNT SUMMARY FOR BILLING PERIOD 01/13/2006 - 01/13/2007**

Date	Description	Amount
	Previous Balance	\$310.20
	Payments	-\$310.20
01/13/2007	XM Service	\$323.16
01/13/2007	Subtotal	\$323.16
<b>Total Amount Due Upon Receipt</b>		<b>\$323.16</b>

**Service Detail For Radio ID 1WRU5044**

Date	Description	Charges	Discounts/Promotions	Amount
01/13/07- 01/13/08	XM Family Plan Service	\$83.88	\$0.00	\$83.88

**Service Detail For Radio ID C112108L**

Date	Description	Charges	Discounts/Promotions	Amount
01/13/07- 01/13/08	XM Service	\$155.40	\$0.00	\$155.40

**Service Detail For Radio ID Z66890W8**

Date	Description	Charges	Discounts/Promotions	Amount
01/13/07- 01/13/08	XM Family Plan Service	\$83.88	\$0.00	\$83.88
	Total Current Charges	\$323.16	\$0.00	\$323.16

### CHANNEL INFORMATION

The most choice in Satellite Radio...



**Oprah & Friends Channel -  
Coming in September!**  
**Oprah & Friends - XM 156**

Featuring a broad range of original programming from Harpo Radio, Inc.

**Theme Time Radio Hour with  
Your Host Bob Dylan  
Deep Tracks® - XM 40 -  
Wednesdays 10 AM ET  
The Village - XM 15 - Thursdays  
Noon ET**

Bob Dylan hosts his own show, exclusively on XM!



**Major League Baseball®**  
**MLB Homeplate™ - XM 175**  
**MLB Play-by-Play - XM 176-190**

XM is the Official Satellite Radio Service  
of Major League Baseball® Every team.  
All Season Long.

## PAYMENT OPTIONS

- > Online @ [www.xmradio.com](http://www.xmradio.com)
- > Call 1-800-XM-RADIO
- > Mail your check & stub below
- > Simple. Fast. Convenient.
- > Pay by Credit Card!

**Account Number: 1-94092684**  
**Due Date: 02/02/2007**  
**Amount Due \$323.16**

Amount Enclosed \$ 83.88



XM SATELLITE RADIO  
PO BOX 78054  
PHOENIX AZ 85062-8054

☐ **Pay by Credit Card**  
I wish to avoid the \$2 invoice fee and pay by credit card. My credit card information is on the back of this form.

☐ **Changes**  
Check here if address or phone  
has changed.

**Do not send cash. Make check or money order payable to:**



06/07/06 10:08 0006779 20070114 CA403102 XMSslmts 1 02 DOM CA40310000\* 157784 MS



JACK THOMPSON  
345 ST. PAUL STREET  
DENVER CO 80206-4343



XM SATELLITE RADIO  
PO BOX 78054  
PHOENIX AZ 85062-8054



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